



Company: FPM Chartered Accountants

Sector: Private

Project: Quality Excellence

Quality Excellence

Learn how to manage improvement
& deliver superior results

FPM Chartered Accountants

The achievement of the EFQM NI Global Excellence Award, together with their recent success in winning the Accountancy Age UK Small Firm of the year award, confirms FPM's shared responsibility aspiration of adding value and meeting and exceeding client service expectations through an ongoing journey of continuous improvement towards:

- *Business Improvement;*
- *Business Excellence; and*
- *Organisation Excellence.*

The EFQM Model has provided a framework to ensure a holistic approach to formally linking 5 business enablers (Leadership, Policy & Strategy, People, Partnerships & Resources, and Processes) to actual results (People, Customer, Society and ultimate Key Performance Results).

ABOUT FPM

FPM was established in Newry in August 1991 and is a highly professional, client focused, Euro friendly Chartered Accountancy. The practice has four partners, Feargal McCormack, Paddy Harty, Michelle Hawkins and Teresa Campbell and employs 48 staff. Although FPM is an independent firm it is a member of Polaris International with representation throughout the world.

FPM has achieved an average annual fee growth since its inception in excess of 25% per annum.

Cross Border Trade between Northern Ireland and the Republic of Ireland has been flourishing in recent years. FPM carries out significant business on both sides of the Border. As a result, the firm has developed considerable expertise in advising organisations on Cross Border Trade Financial Incentives and the Euro.

The philosophy of FPM is detailed in its Core Values:

"Clients are the core of our existence. We will succeed by serving the client, not by serving ourselves and we will measure our success through our ability to provide SOLUTIONS and client satisfaction"

MILESTONES TO EXCELLENCE:

- 1993: Achieved ISO 9001 Quality Accreditation
- 1995: Investor in People Recognition
- 2003: Recognising Women's Potential in the Workplace Award
- 2004: N.I. SME Business of the Year Award
- 2005: UK Small Firm of the Year
- 2006: Global Excellence N.I. Quality Award
- 2006: N.I. Corporate Social Responsibility Award

"The winning of EFQM NI Global Excellence Quality award is not an end in itself. We are conscious that no performance is good enough, we must achieve continuous improvement, through setting the bar higher, if we are to achieve our aspiration, of not only being different from our competitors, but better."

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FPM and EFQM

The EFQM Model has been proven time and again to add considerable value to organisations across Europe. FPM has derived significant benefits from its involvement with the EFQM Model, including an increase in turnover, profits, customer satisfaction levels and highly motivated employees who recognise the need to give something back to society. EFQM recognition has enhanced FPM brand

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The Innovation Centre, NI Science Park, Queens Road, Belfast, BT3 9DT
Tel: 028 9073 7950 Fax: 028 9073 7951 Email: compete@cforc.org Web: www.cforc.org

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